



# Volunteer Reception Center Operations Guide

**ADEM guide for  
Staffing, Equipment, Setup and Training  
for VRC Operations.**

February 12, 2007

## Overview

This Volunteer Reception Center (VRC) guide was developed with the assistance of the Volunteer Center of Southern Arizona and Hands On Greater Phoenix (formerly Make A Difference). The two organizations have partnered with ADEM to manage spontaneous volunteers during emergencies and disasters.

In the event of a disaster the Director of Emergency Management may direct that the State Emergency Operations Center (SEOC) be activated to coordinate resources for disaster response and recovery operations. If the Director determines there is a need for the use of volunteer resources, or if spontaneous volunteers converge at or near the disaster scene, he may direct that a volunteer coordination team (VCT) be activated in the SEOC. The VCT lead will be the Logistics Director or his designee.

The VCT will coordinate all matters relating to emergency volunteer, recruitment, training, deployment and demobilization. Members of the VCT will be drawn from appropriate state, county, tribal and local agencies that may provide assistance in coordinating volunteer resources. Membership will also include representatives of appropriate volunteer/non-governmental organizations. These volunteer/NGO agencies may already be represented in the SEOC and may be called upon to lend support to the volunteer management effort.

Of primary concern to the VCT is the need to establish control measures for spontaneous volunteers. The VCT may determine that the best means for managing the volunteers is to establish a volunteer reception center. The VRC guide will be used when that determination is made. The concept of Volunteer Reception Centers and their role in context of the overall response to an emergency will be critical to successful, safe use of volunteer resource.



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# Spontaneous Unaffiliated Volunteer (SUV) Management Appendix to the Volunteer Management Plan

## **PRIMARY AGENCIES:**

State: Arizona Division of Emergency Management (ADEM)

Non-Profit: Make A Difference (MAD)  
Volunteer Center of Southern Az (VCSOAZ)

## **SUPPORT AGENCIES:**

State: Arizona Health Care Cost Containment System (AHCCCS)

Counties: Emergency Management Organization

Non-Profit: Arizona Voluntary Organizations Active in Disaster (AZVOAD)  
American Red Cross (ARC)  
The Salvation Army (TSA)

I. PURPOSE: To provide guidelines and procedures for the processing of spontaneous unaffiliated volunteers (SUVs) in support of state disaster operations. The provisions of this appendix supplement the Volunteer management annex and the Donations Management Annex of the Arizona State Emergency Response & Recovery Plan (SERRP); to the extent the provisions of this appendix conflict with those contained in the SERRP, this appendix shall control.

## II. SITUATION, DEFINITIONS AND ASSUMPTIONS:

A. SITUATION. Disasters and emergencies often lead to vastly increased workloads that go beyond the capabilities of response agencies. In order to mount effective response efforts, agencies at all levels often rely on volunteers to augment staff. The management of large numbers of volunteers that are not currently affiliated with volunteer disaster response and recovery organizations becomes critical to the success of state emergency management.

### B. DEFINITIONS.

1. Volunteer: Someone who willingly provides his/her services without receiving compensation.

2. Spontaneous Volunteer: An individual who comes forward following a disaster to assist a governmental agency or non-governmental organization (NGO) with disaster-related activities during the response or recovery phase.

3. Spontaneous Unaffiliated Volunteer (SUV): Spontaneous volunteer who is unaffiliated with either a governmental agency or NGO and who has not been trained for a specific role or function in disaster relief or response during the preparedness phase. While spontaneous volunteers may bring needed skills and resources, unaffiliated volunteers will most likely be used only under circumstances where governmental agencies and affiliated volunteers are overwhelmed by the demands of a disaster.

4. Service Programs: National, state and locally administered programs that provide organized opportunities for both full- and part-time service. The term "service program" refers to a wide range of national service programs, including AmeriCorps and the Retired and Senior Volunteer Program (RSVP). In Arizona, hundreds of individuals participate in service programs every year. For the purposes of this plan, participants in service programs will be referred to as members.

5. AZ 211 Web: Arizona 2-1-1 Online is the Arizona's official site for alerts and bulletins on emergencies and disasters in Arizona, including public health and safety advisories, homeland security alerts and disaster relief bulletins.

6. AZ 211 Call Center: An interim limited purpose call center, established under the auspices of ADEM to answer live calls from disaster victims during declared state disasters.

7. Non-governmental Organizations (NGOs): An organization that is not part of a government. NGOs are typically independent of governments. Although the definition can technically include for-profit corporations, the term is generally restricted to emergency assistance, social, cultural, legal, and environmental advocacy groups having goals that are primarily noncommercial. NGOs are usually non-profit organizations that gain at least a portion of their funding from private sources.

### C. ASSUMPTIONS.

1. Not all volunteers, registered, affiliated or spontaneous, may be used during a particular disaster. Deployment of volunteers is based on the size and type of disaster as well as the skills needed by local officials to mount an effective response and recovery effort.

2. NGOs will continue to manage and administer their own volunteer recruitment/training/assignment programs.

3. Az 211 Website capacity includes ability to:

- a. Provide an outlet for spontaneous unaffiliated volunteers during time of disaster to make known their interest in volunteering;
  - b. Provide platform for NGOs and governmental agencies to make volunteer needs known;
  - c. Provide a means of collecting/sorting volunteer information that can be used by NGOs.
4. Some prospective volunteers will ignore established protocols (211, public service announcements, etc.) and will physically go to the disaster site to offer service.
  5. Volunteers will deploy with in-kind donations.

### III. CONCEPT OF OPERATIONS.

#### A. Direction & Control.

1. ADEM will direct and oversee processing of spontaneous unaffiliated volunteers during declared state emergencies.
2. Based on the potential for large spontaneous unaffiliated volunteer (SUV) interest, ADEM may delegate coordination of processing SUVs to the Volunteer Center of Southern Arizona (VCSOAZ) and Make A Difference (MAD), as lead NGOs for the State in volunteer management.
  - a. ADEM will assign geographic areas of responsibility to VCSOAZ and MAD based on operational factors.
  - b. NGOs supporting state emergencies may coordinate directly with VCSOAZ and MAD to acquire volunteer information for solicitation of disaster volunteer support. After acquisition of prospective volunteer information, NGOs are responsible for self-managing the administration and assignment of volunteers in support of NGO operations.

#### B. Operations.

1. Az 211 Web
  - a. AZ 211 Website will be used as the primary vehicle for recording the interest of SUVs and providing information to link SUVs with interested NGOs.

b. SUVs that make inquiries to the Az 211 Call Center will be referred to Az 211 Web to record their interest. SUVs that do not have access to the internet will be recorded by call center operators using Az 211 Web system.

c. ADEM will activate a disaster volunteer link on the AZ 211 Web site immediately upon declaration of a state emergency.

(1) All SUVs will be directed to the disaster volunteer link

(2) Volunteer opportunities will be posted on AZ 211 Web; NGOs supporting the emergency will coordinate using existing AZ 211 procedures to update and maintain current disaster information.

(3) SUVs will record their interests using AZ 211 general registration process.

(4) SUVs with email addresses will receive confirmation of their expressed interest in volunteering and a statement indicating that they will be contacted if needed, along with an instruction not to deploy to the emergency unless under the umbrella of a government or NGO organization.

c. Upon activation, specific NGO opportunities will be routed to VCISOAZ and/or MAD,

(1) Disaster opportunities will be sorted and managed by VCISOAZ and/or MAD.

(2) NGOs supporting the emergency will coordinate with VCISOAZ and/or MAD to obtain prospective volunteer information.

## 2. Az 211 Call Center

a. Will be established by ADEM in the former Joint Emergency News Center at Papago Park Military Reservation, and staffed by public inquiry officers and assistants.

b. Subject to operational demands for Red Cross volunteers to support other aspects of disaster response and relief, the ARC, on request by ADEM, will make trained ARC volunteers available to support call center operations as back-up operators.

c. All SUVs that call into the Call Center will be directed to AZ 211 website.

d. ADEM in coordination with VCISOAZ and MAD will establish a standard script for SUV callers that do not have access to internet.

e. All recording of SUV interest will be done using a standardized procedures under the AZ 211 Web volunteer module; no other program or database will be used to manage SUVs during declared state emergencies.

### 3. State Volunteer Reception Center(s)

a. If needed, ADEM will coordinate facility, information technology, and logistic support for reception center operations near the area of operations during declared disasters to facilitate the management of SUVs that physically appear at or near the area of operations with the intent to assist.

b. On request, VCSOAZ and/or MAD will provide staffing support to ADEM to provide intake and information personnel in the reception center(s).

c. All recording of SUV interest at the Volunteer Reception Center(s) will be accomplished via the AZ 211 Web volunteer module system.

## IV. ORGANIZATIONAL ROLES & RESPONSIBILITIES.

### A. State Government

#### 1. ADEM will:

a. Prepare and maintain this appendix and all associated procedures.

b. Determine need to activate this appendix to support disaster.

c. Coordinate activation, implementation and demobilization of appendix.

d. Coordinate with other agencies and organizations for maximum utilization of limited resources

e. Coordinate spontaneous volunteers and service programs to assist the efforts of both governmental agencies and NGOs throughout the affected communities

f. Assign staff to serve on a Volunteer Coordination Team (VCT), maintain this appendix and monitor related activities.

g. Designate a staff member as the Logistics Section Chief (SEOC-VCT leader) to coordinate matters concerning support to lead NGOs (VCSOAZ, MAD) for web, Call Center, and reception center operations.

h. Call upon other state agencies to provide assistance in implementing this Appendix.

2. AHCCCS will:

a. Provide technical support and administer AZ 211 Web system

b. Support modifications required to facilitate use of AZ 211 Web volunteer modules.

c. Administer the AZ 211 Web volunteer modules once deployed.

B. County/Local Government will:

1. Direct all incoming SUV inquiries to AZ 211 Web or alternatively to county volunteer management systems (e.g., Disaster Help Net) if appropriate and coordinated with State EOC.

2. Assist local volunteer organizations.

C. VCSOAZ and MAD will:

1. Coordinate the implementation of SUV management and administration processes in support of this appendix.

2. Upon request by ADEM, oversee the management of SUVs associated with declared state emergency.

D. Arizona Voluntary Organizations Active in Disaster (AzVOAD) will:

1. Establish and name an AzVOAD Government Liaison to the SEOC as a member of the Volunteer Coordination Team;

2. Provide liaison between SEOC and VCSOAZ/MAD to address operational issues associated with SUV management.

E. American Red Cross (ARC) will:

1. Upon request by ADEM, make trained ARC volunteers available to support AZ 211 call center operations as back-up operators. This support is subject to operational demands for Red Cross volunteers to other disaster response and relief operations.

2. Provide liaison between SEOC and ARC to address operational issues associated with SUV management.

V. ADMINISTRATIVE SUPPORT. Administrative support will be provided by ADEM. VCSOAZ and MAD will identify additional administrative support required to implement this appendix as part of pre-disaster planning process. Temporary personnel may be employed as needed.

VI. MUTUAL AID. Local jurisdictions may request mutual aid from other jurisdictions for staffing and other resources to assist with volunteer management operations. Requests should be channeled through the EOC in accordance with this existing mutual aid policies and procedures.

## VII. PUBLIC INFORMATION.

A. ADEM, through the Public Information program, in coordination with private voluntary organizations will maintain an outreach program to educate the media, government officials and the public concerning service volunteers during state emergencies. The public information program will be directed to promote AZ 211 as the primary vehicle for acquiring information regarding volunteerism; and to limit the flow of unneeded SUVs.

B. The public awareness program and participating media outlets will reach a variety of organizations such as civic and religious groups, unions, social/fraternal organizations and other interested community-based groups.

C. Press releases will be issued immediately following a state disaster. These press releases will encourage volunteers to use AZ 211 Web.

D. The frequency of press releases will be determined by an assessment of needs and the impact of the disaster on the public.

E. NGOs are responsible for representing their own organizations. Coordination between agencies should take place to ensure that messages to the public are consistent.

VIII. GENERAL:

A. Attendance and participation at all scheduled statewide disaster planning sessions by VCSOAZ and MAD representatives is strongly recommended.

**This file contains the “training and exercise” version of the position descriptions for the various staff roles of the Volunteer Reception Center. The text in red represents the functions that will actually be done during a VRC exercise. The remaining text represents functions that must be done in a real disaster VRC, but are not practical to do in an exercise.**

**It is helpful to tape the position descriptions to the appropriate tables and allow trainees to read and become familiar with their roles prior to starting the exercise. Asking them to describe for the rest of the participants what will happen at their station gives them an opportunity to confirm their understanding and ask questions.**

## **VRC Staff Tasks – VRC Director**

**Your job is to oversee the operation of the Volunteer Reception Center. You will:**

- Clearly designate one entrance and one exit
- Set up the room for efficient flow of volunteers and information
- Brief and assign tasks to staff and volunteers of the center
- **Monitor the operation and make staffing changes when necessary**
- **Maintain all records of safety and job training provided to volunteers, and hours worked in the VRC by employees and volunteers**
- Turn all records in to the County Budget Department weekly or at end of the activation

**You should meet and thank all volunteers who help in the VRC and instruct them to sign in and out on the Volunteer Sign-in / Sign-out Record daily.** Instruct paid staff to sign in on the Employee Sign-in / Sign-out Record daily. In a fast paced disaster response, both paid and volunteer staff will need regular reminders to sign in and out.

### **Items needed:**

- ID badge
- Tables and chairs (see sample room layout for details)
- “Go Box” containing office supplies and forms to stock your VRC for the first 2-3 days
- Items on the Supplies and Equipment list

## **VRC Staff Tasks – Greeters**

### **(Station #1 Registration)**

Ideally, you will be working with a partner, orienting volunteers inside and outside the volunteer entrance. **Your job is to greet people with a friendly and firm demeanor, determine the purpose of their visit and direct them accordingly.**

- **If they are there to volunteer, thank them, give them a “Volunteer Instructions” sheet and ask them to fill out a registration form. When the form is completed, direct them to the next available interviewer at Station #2.**
- **If they are media personnel, direct them to the Public Information Officer.**
- If they are disaster survivors, refer them to the appropriate relief organization.
- If they are bringing cleaning supplies, nonperishable food, etc., to donate, refer them to an agency that is accepting donated goods.

If there is a long wait, some volunteers may not understand the reason and may become impatient. **Please thank everyone for volunteering**, briefly explain the process and ask everyone to be patient or, if they prefer, to come back later.

#### **Items needed:**

- ID badge
- Sign (Station #1 Registration)
- Table or clipboards and chairs for volunteers to use for filling out their forms
- Supply of “Volunteer Instructions” handouts
- Supply of Disaster Volunteer Registration Forms
- Pens
- Flag or hat to summon runners

## **VRC Staff Tasks – Interviewers**

### **(Station #2 Interviews)**

**Your job is to do a quick interview of the prospective volunteer and refer him/her to a job at an agency appropriate to his abilities and interests. Requests for volunteers will be posted on a board in front of you (behind the volunteers being interviewed) and will be erased as the needs are filled.** If the VRC has a computer system, you might also receive a printed list of the current needs.

**When a new volunteer approaches, ask for his/her registration form. With the volunteer, verify its completeness and accuracy, and use it as a guide from which to inquire more about the volunteer's skills. At the conclusion of the interview, keep his registration form. When the volunteer accepts an assignment, complete a Referral form, filling in all information requested, give it to the volunteer and instruct him to report to Data Coordination (Station #3).**

Before you **signal the Greeter that you are ready for another interview**, take a minute to jot down in the "Notes" section anything about the volunteer you feel is important and that the volunteer did not include on his registration form (a special skill, an obvious physical limitation, etc.) If your center decides to use the blind field labeled "Office Use Only\*," check the appropriate box. Place his registration form in the file.

#### **Key points to remember are:**

- **Disaster registration differs from a "normal" volunteer intake – there is less time to try to fit each volunteer into an ideal assignment.**
- Refer the volunteer on the spot if possible – it may be impossible to contact him later. If the volunteer has special training or unusual skills that you think might be needed soon, ask him to wait in the sitting area and to check the volunteer request board for new requests for their specialized skills.
- Be sure to watch for volunteers who would work well in the Volunteer Reception Center. (It may seem self-serving, but if the VRC has sufficient staff and works effectively, the community will benefit!)
- It is likely that some volunteers will exhibit the stress of the disaster – they may be victims themselves. An extra measure of patience and understanding is needed.
- **You may be called upon to train new volunteers to assist with the interviewing.**

*\*The VRC Director should determine appropriate use of the "Office Use Only" field. It is intended to provide a customizable "blind" field in which special information can be noted about volunteers. If, for future referral of that volunteer, it would be helpful to know his general level of ability to work independently, boxes 1-5 could be coded: **1.** Learns quickly, able to supervise the activities of others; **2.** Would work well independently, good decision making skills; **3.** Needs some supervision and assistance with decision making; **4.** Needs close or constant supervision; and **5.** Has a mental, physical or emotional limitation to consider in making a referral.*

#### **Items needed:**

An ID badge for each interviewer  
2-3 tables and 8-12 chairs (see floor plan)  
Sign (Station #2 Interviews)  
Supply of Referral forms  
Flag or hat to summon runners  
Pens  
File for maintaining Volunteer Registration Forms in alphabetical order

**VRC Staff Tasks – Data/Agency Coordinator**  
(Station #3 Data/Agency Coordination)

**When a volunteer brings you his Referral form, pull the corresponding Request for Volunteers form from the file. Enter his name and the date of the referral on the bottom of the Request form. Place your initials in the appropriate box on his Referral form. Direct the volunteer to Station #4 for a Safety Briefing.**

**As you have time, call the agency contact to let him know who or how many volunteers have been referred. Confirm with the agency contact whether you should continue referring volunteers or close out the Request.**

**When a Request has been filled, raise your flag or put on the hat to call a runner and ask him to confirm that the request has been removed from the board.**

**Enter the date and reason the request was closed (completed, no longer needed, etc.) at the bottom of the Request form.** If your Requests for Volunteers have been entered into a computer database, be sure to enter the date and reason the Request was closed as soon as possible. Place open Requests in one file and closed Requests in the other, alphabetically by agency.

You may have to call an agency contact to clarify the agency's Request. When you speak with an agency contact, record the information on the Request form in the section called "Follow-up Contacts with Requesting Agency."

**Items needed:**

- An ID Badge for each staff member
- Sign (Station #3 Agency / Data Coordination)
- Two tables and four chairs
- Phone
- Two sets of files – one for open Requests for Volunteers and one for closed out Requests
- Pens
- Computer, if available, networked to the computers at the Phone Bank station
- Flag or hat to summon runners

## VRC Staff Tasks – Phone Bank Staff

**You will be handling two types of calls, those from agencies requesting volunteers and those from people wanting to volunteer. The information you record about each call must be complete and in sufficient detail to facilitate matching volunteers to the needs. DO take control of each call immediately. It is much more efficient to ask the questions in the order in which they appear on the form.** (If the caller takes control you will find yourself scribbling in the margins and will not get all the required information.)

**When an agency calls to request volunteers, fill out a Request for Volunteers form while you are speaking with the agency caller.** If there is a computer available for entering the request into a database, Data Entry staff should enter the need as soon as possible, or could enter the data directly while speaking to the caller.

**Next, call a runner by raising the flag at your station. Ask the Runner to post the volunteer request on the board in view of the Interviewers (Station #2) and then to give the Request for Volunteers form to the Data Coordinator (Station #3).**

When people call to volunteer, thank them and give them the following registration options:

- They may register in person at the VRC, and will be given instructions when they arrive.
- They may register on-line, and will be e-mailed regarding possible assignments and given further instructions. If the caller represents a group that wishes to volunteer together, ask him to be patient while you determine where they can be of most help. It might take one day or several to match a volunteer with a need, especially if he is coming from out of town.

When a match (a mission) is found for that volunteer, e-mail or call him back. Ask him to print the registration form he completed on-line and schedule a time for him to come to the VRC to turn in his signed registration form and complete the registration process.

### Items needed:

- An ID Badge for each staff member
- Sign (Phone Bank)
- Supply of Request for Volunteers forms
- Flag or hat to summon a runner
- Two tables and four chairs
- Phones
- Pens

## **VRC Staff Tasks – Data Entry**

Your job is to enter the information from the Volunteer Registration and Request for Volunteers forms into the database so that an accurate record can be maintained of who participated in the recovery effort, what kinds of work they did and when it was performed.

After the initial influx of volunteers has subsided, you may have time to begin entering the referrals recorded on the Request for Volunteers forms and to close out the completed Requests. As needed by VRC staff, print updated lists of the unfilled Requests and ask a Runner to distribute copies to Phone Bank staff, Data Coordination, Interviewers and, if requested, the VRC Director.

Even if you are familiar with the software being used by the VRC, please ask for a brief orientation before beginning your first shift. Accuracy is more important than speed. The information you enter will be used to document the number of agencies and volunteers participating in the relief effort and the number of hours served.

**If you have difficulty using the computer, please ask for help immediately. Do not attempt to fix the problem yourself.**

### **Items needed:**

- An ID Badge
- One table and two chairs
- Printer
- Pens
- Flag
- One or more computers (multiple computers should be networked to provide all users access to information on the status of volunteer requests and the availability of volunteers.)

## **VRC Staff Tasks – Safety Trainers**

(Station #4 Safety Briefing)

**Your job is to brief all new volunteers on what to expect at their job sites, how to be safe while volunteering and how to take good care of themselves after their experience. When a small group has gathered, thank the volunteers for offering to help. Pass around a clipboard with an attendance sheet and check to be sure that all participants have signed it.**

**Read the entire Safety Training sheet slowly, emphasizing the importance of following supervisors' instructions at the worksite. Encourage everyone to attend a debriefing, if available, at the end of their shift. Ask if there are any questions. If a question arises to which you do not know the answer, put on the hat to summon a runner. Ask the runner to summon the VRC Director or other VRC staff to answer the question. **At the conclusion of the briefing, direct volunteers to Station #5 Volunteer ID.****

**Attach a copy of the safety briefing script/handout to the attendance sheet for each class, file them in the folder and turn them in to the VRC Director daily.**

**Maintenance of these records is important to help protect the Volunteer Reception Center, voluntary agencies and emergency management officials from liability, should a volunteer be injured on the job.**

### **Items needed:**

- An ID Badge
- Sign (Station #4 Safety Training)
- 10 or more chairs, preferably in a semi-circle so everyone is
- Clipboard with attendance sheets
- Pen
- Stapler
- Flag or hat to summon runners
- List of additional training required by specific worksites, training locations and instructors
- A supply of Safety Training handouts

**VRC Staff Tasks – Volunteer ID Staff**  
(Station #5 Volunteer ID)

**Thank all volunteers for coming out and ask to see their Referral forms. Clearly write on an ID wristband the name of the volunteer, dates he/she will be working, and the name of the agency to which the volunteer was referred, as shown on their Referral form. Place the ID wristband securely on the volunteer's wrist.**

**Explain to the volunteers that the ID will be “good” only for the date(s) written on the band. Authorities may not permit them to enter any of the disaster impacted areas on any other day, without a current ID wristband. If volunteers plan to work more than one day, you may write the beginning and ending dates of their service.**

Some volunteers will be required to take additional training for their particular work. When your briefing is concluded, direct those volunteers to where job training is being provided. Direct all others to the exit or to transportation to their work sites.

For this exercise, please ask participants to take a seat in the sitting area in the middle of the room. **They will trade places with a VRC staff member as time allows.**

**If you need assistance, please raise your flag or put on the hat to summon a Runner.**

**Items needed:**

- An ID Badge
- Two tables and four chairs
- Sign (Station #4 Volunteer I.D. Tags)
- Supply of volunteer ID wristbands
- Fine point indelible markers
- Scissors
- Flag or hat to summon runners

## VRC Staff Tasks – Runners

Your job is to carry information from one station to another within the VRC. When a station needs you to pick up forms, restock their supplies or escort a volunteer from one place to another, they will signal you by raising a flag or putting on a hat at their station.

Please watch carefully for this signal and respond promptly, in order to keep the information and volunteers moving smoothly through the registration and referral process.

One Runner should be stationed at the board on which Requests for Volunteers are posted. As a volunteer is referred, place a tally mark or otherwise indicate next to that request the number of volunteers referred. This prevents referring too many volunteers to a request.

Runners posting new Requests for Volunteers on the board, should use only the markers provided and write neatly and large enough so that the interviewers can see the requests clearly. After posting the request on the board, give the Request form to the Data Coordinator (Station #3).

### Items needed:

- An ID Badge
- Dry erase marker or water soluble marker (Dry erase markers should not be used on a laminated “portable white board.”)
- Dry eraser or damp sponges

**Disaster  
Volunteers are  
Priceless,**

**but**

**Disaster  
Victims are our  
Purpose**

# Volunteer Reception Center Floor Plan

■ Volunteer Registration Stations

■ Volunteer Sitting Area

■ Staff Only Areas

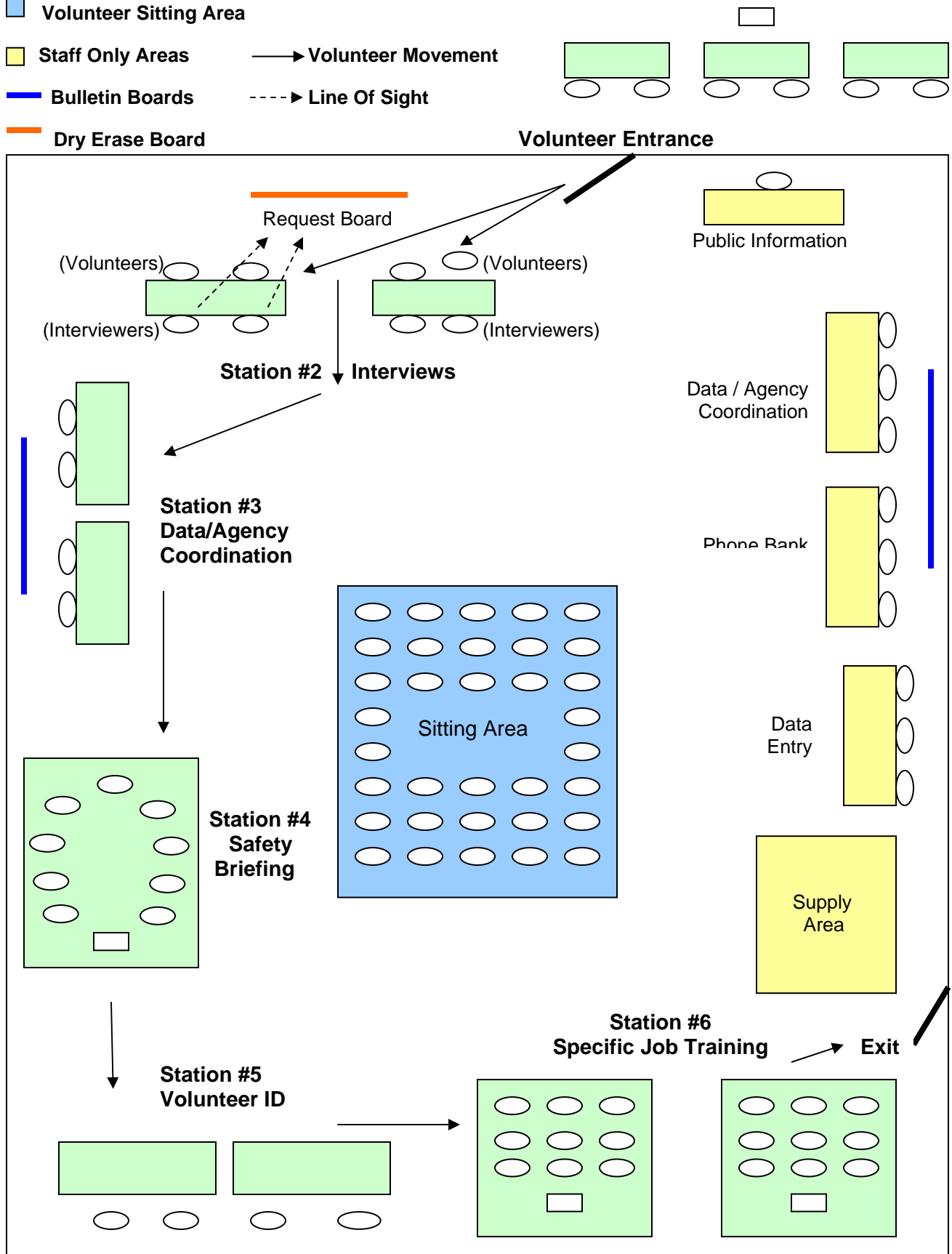
■ Bulletin Boards

■ Dry Erase Board

→ Volunteer Movement

---▶ Line Of Sight

Station #1 Registration / Orientation



## Employee

[illegible]

(Yellow)

## Volunteer

[illegible]

(White)

## Expenses

Name of Event: \_\_\_\_\_

VRC Opened?    Yes    ☐    No    ☐

**Save all receipts**, place them in an envelope with this form and turn in to VRC Director.

[illegible]

## Safety Training for Volunteers

**(Presenter: Be sure to edit this training for the specific incident.)**

Thank you for volunteering today!

1. If you will be working outside, dress for the weather. Boots may be helpful, as debris on the ground can be sharp and dangerous.
2. Bring work gloves, sunscreen, hat and any appropriate tools you have. You will be responsible for your tools.
3. Water may be available at your work site, but you are encouraged to bring a personal water container. It is important to drink lots of water while you work.
4. While working, you will have a higher than normal exposure to bacteria. When you take a break, wash thoroughly.
5. The work you will be doing may cause you stress, anxiety, fear or other strong emotions. You are providing a valuable service by volunteering today. Please understand that, by helping, we will not be able to undo the effects of this event. We are each just one person. All we can do is help in our own small ways to assist victims into the recovery process. If you care for one lost animal, find one child's lost favorite toy, or hold the hand of one wheelchair bound senior in a shelter, you will have eased a little of the pain.

Do not feel guilty because you are not able to fix everything. Just work your shift, then go home to rest and eat well. Both will help to relieve the stress. **Be sure to attend any debriefing that may be conducted at the end of your shift.**

6. Older children can help with the disaster recovery work in some areas, but parents must sign a release of liability form for each child under the age of 18. It is recommended that children remain in school, if it is open. Older children can participate with parents on weekends.
7. In case you are injured, it is best to rely on your own health insurance policy. The agency with which you are volunteering **might** have a policy that will cover you while you volunteer for disaster relief. If you are volunteering under the direction of a government entity, you **might** be covered by their Workers Compensation policy. It's best to ask questions and not make any assumptions about health/accident coverage.
8. **Follow carefully any instructions given to you at your job site.**
9. **Please attend any debriefing activity provided at your worksite after your shift.**

# VRC Safety Training Attendance Record

I have attended and received the safety briefing conducted by (volunteer center name) at the Volunteer Reception Center. I understand and agree to follow the safety instructions provided.

[illegible]

## Volunteer Instructions

1. Reception Area: Please fill out a registration form and proceed as directed to an Interviewer at Station #2.
2. Interview Area: Interviewer will take your Registration Form, talk with you about your skills and refer you to an agency needing your help. Next take your Referral form to Station #3.
3. Data Coordination Area: Coordinator will record and initial your Referral Form and, if possible, notify the agency to expect you. Take your Referral form to the Safety Briefing area at Station #4.
4. Safety Briefing Area: You will be given special instruction about safety, security & transportation. Take your Referral form to ID area at Station #5.
5. Identification Area: You will receive an ID bracelet that will allow you to enter restricted areas during the days(s) written on ID. You maybe directed to the exit or to Station #6 for additional job training.
6. Specific Job Training: Some jobs will require extra orientation or training that will be provided by the agency to which you are referred.

Thank you for volunteering!

## Volunteer Instructions

1. Reception Area: Please fill out a registration form and proceed as directed to an Interviewer at Station #2.
2. Interview Area: Interviewer will take your Registration Form, talk with you about your skills and refer you to an agency needing your help. Next take your Referral form to Station #3.
3. Data Coordination Area: Coordinator will record and initial your Referral Form and, if possible, notify the agency to expect you. Take your Referral form to the Safety Briefing area at Station #4.
4. Safety Briefing Area: You will be given special instruction about safety, security & transportation. Take your Referral form to ID area at Station #5.
5. Identification Area: You will receive an ID bracelet that will allow you to enter restricted areas during the days(s) written on ID. You maybe directed to the exit or to Station #6 for additional job training.
6. Specific Job Training: Some jobs will require extra orientation or training that will be provided by the agency to which you are referred.

Thank you for volunteering!

# Disaster Volunteer Registration Form

(Please print clearly. Submit at Volunteer Reception Center or fax to                     )

Mr. \_\_\_ Mrs. \_\_\_ Ms. \_\_\_ Name \_\_\_\_\_ Birth Date \_\_\_\_\_ Day Phone \_\_\_\_\_  
E-mail address \_\_\_\_\_ Evening Phone \_\_\_\_\_  
Home Address \_\_\_\_\_ City \_\_\_\_\_ ST \_\_\_\_\_ Zip \_\_\_\_\_  
Emergency Contact \_\_\_\_\_ Relationship \_\_\_\_\_ Emergency Phone \_\_\_\_\_  
Your Occupation \_\_\_\_\_ Employer \_\_\_\_\_  
Business Address \_\_\_\_\_ City \_\_\_\_\_ ST \_\_\_\_\_ Zip \_\_\_\_\_  
Are you a year-round resident? \_\_\_ Yes \_\_\_ No Months you are available \_\_\_\_\_  
If you have any health limitations, please explain \_\_\_\_\_  
I am willing to volunteer in: \_\_\_ this county \_\_\_ a neighboring county \_\_\_ anywhere in the state \_\_\_ anywhere in the U.S.  
Are you currently affiliated with a disaster relief agency? If yes, name of agency: \_\_\_\_\_  
Special skills and/or vocational/disaster training: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## SKILLS: Please check all that apply.

### MEDICAL

\_\_\_ 110 Doctor Specialty: \_\_\_\_\_  
\_\_\_ 120 Nurse Specialty: \_\_\_\_\_  
\_\_\_ 130 Emerg. medical cert.  
\_\_\_ 140 Mental health counsel.  
\_\_\_ 150 Veterinarian  
\_\_\_ 160 Veterinary technician

### COMMUNICATIONS

\_\_\_ 210 CB or ham operator  
\_\_\_ 220 Hotline Operator  
\_\_\_ 230 Own a cell phone  
# \_\_\_\_\_  
\_\_\_ 240 Own a skyphone  
# \_\_\_\_\_  
\_\_\_ 250 Public relations  
\_\_\_ 260 Web page design  
\_\_\_ 270 Public speaker

Language other than English:

\_\_\_ 261 French  
\_\_\_ 262 German  
\_\_\_ 263 Italian  
\_\_\_ 264 Spanish  
\_\_\_ 265 Ukrainian  
\_\_\_ 266 \_\_\_\_\_  
\_\_\_ 267 \_\_\_\_\_  
\_\_\_ 268 \_\_\_\_\_  
\_\_\_ 269 \_\_\_\_\_

### OFFICE SUPPORT

\_\_\_ 310 Clerical - filing, copying  
\_\_\_ 320 Data entry Software: \_\_\_\_\_  
\_\_\_ 330 Phone receptionist

### SERVICES

\_\_\_ 410 Food  
\_\_\_ 415 Elderly/disabled asst.  
\_\_\_ 420 Child care  
\_\_\_ 425 Spiritual counseling  
\_\_\_ 430 Social work  
\_\_\_ 435 Search and rescue  
\_\_\_ 440 Auto repair/towing  
\_\_\_ 445 Traffic control  
\_\_\_ 450 Crime watch  
\_\_\_ 455 Animal rescue  
\_\_\_ 460 Animal care  
\_\_\_ 465 Runner  
\_\_\_ 470 Specific disability  
Service \_\_\_\_\_

### STRUCTURAL

\_\_\_ 510 Damage assessment  
\_\_\_ 520 Metal construction  
\_\_\_ 530 Wood construction  
\_\_\_ 540 Block construction  
Cert. # \_\_\_\_\_  
\_\_\_ 550 Plumbing  
Cert. # \_\_\_\_\_  
\_\_\_ 560 Electrical  
Cert. # \_\_\_\_\_  
\_\_\_ 570 Roofing  
Cert. # \_\_\_\_\_

### TRANSPORTATION

\_\_\_ 610 Car  
\_\_\_ 615 Station wagon/mini van  
\_\_\_ 620 Maxi-van, capacity \_\_\_\_\_  
\_\_\_ 625 ATV  
\_\_\_ 630 Own off-road veh/4wd  
\_\_\_ 635 Own truck, description: \_\_\_\_\_  
\_\_\_ 640 Own boat, capacity \_\_\_\_\_  
Type: \_\_\_\_\_  
\_\_\_ 650 Commercial driver  
Class & license #: \_\_\_\_\_  
\_\_\_ 660 Camper/RV, capacity  
& type: \_\_\_\_\_  
\_\_\_ 670 Wheelchair transport

### LABOR

\_\_\_ 710 Loading/shipping  
\_\_\_ 720 Sorting/packing  
\_\_\_ 730 Clean-up  
\_\_\_ 740 Operate equipment  
Types: \_\_\_\_\_  
\_\_\_ 750 Have experience  
supervising others

### EQUIPMENT

\_\_\_ 810 Backhoe  
\_\_\_ 820 Chainsaw  
\_\_\_ 830 Generator  
\_\_\_ 840 Other: \_\_\_\_\_  
\_\_\_\_\_

## Office Use Only

1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

# Disaster Volunteer Registration Form (Side two)

## Release of Liability Statement

I, for myself and my heirs, executors, administrators and assigns, hereby release, indemnify and hold harmless [Coordinating Agency, local governments, State of \_\_\_\_\_, the organizers, sponsors and supervisors of all disaster preparedness, response and recovery activities (check with local Risk Management and Emergency Management Departments re who should be included)] from all liability for any and all risk of damage or bodily injury or death that may occur to me (including any injury caused by negligence), in connection with any volunteer disaster effort in which I participate. I likewise hold harmless from liability any person transporting me to or from any disaster relief activity. In addition, disaster relief officials have permission to utilize any photographs or videos taken of me for publicity or training purposes. I will abide by all safety instructions and information provided to me during disaster relief efforts.

Further, I expressly agree that this release, waiver, and indemnity agreement is intended to be as broad and inclusive as permitted by the State of \_\_\_\_\_, and that if any portion thereof is held invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect.

I have no known physical or mental condition that would impair my capability to participate fully, as intended or expected of me.

I have carefully read the foregoing release and indemnification and understand the contents thereof and sign this release as my own free act.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Guardian, if under 18 \_\_\_\_\_ Date \_\_\_\_\_

**Volunteer's credentials were recorded as presented. Verification of credentials is the responsibility of the receiving agency.**

**This volunteer was referred to the following agencies:**

Date	Need #	Agency	Contact Name	Contact's phone #
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

**Return this completed form to:**

**(Coordinating Agency name, address and fax number)**

**Notes:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Disaster Volunteer Referral

Name of Volunteer \_\_\_\_\_ Date \_\_\_\_\_

Referred to (agency) \_\_\_\_\_ Need # \_\_\_\_\_

Agency contact name \_\_\_\_\_ Phone \_\_\_\_\_

Address of Agency/Site \_\_\_\_\_

Directions to Site \_\_\_\_\_

Title/description of volunteer assignment \_\_\_\_\_

\_\_\_\_\_

Dates & hours volunteer will work \_\_\_\_\_

**Note: Verification of volunteer's credentials is the responsibility of the agency receiving the volunteer.**

### VRC Staff Initials:

Inter- view	Data Coord.	Safety Brief
----------------	----------------	-----------------

.....

## Disaster Volunteer Referral

Name of Volunteer \_\_\_\_\_ Date \_\_\_\_\_

Referred to (agency) \_\_\_\_\_ Need # \_\_\_\_\_

Agency contact name \_\_\_\_\_ Phone \_\_\_\_\_

Address of Agency/Site \_\_\_\_\_

Directions to Site \_\_\_\_\_

Title/description of volunteer assignment \_\_\_\_\_

\_\_\_\_\_

Dates & hours volunteer will work \_\_\_\_\_

**Note: Verification of volunteer's credentials is the responsibility of the agency receiving the volunteer.**

### VRC Staff Initials:

Inter- view	Data Coord.	Safety Brief
----------------	----------------	-----------------

## Request for Volunteers

(Complete one form for each job description.)

**Request #** \_\_\_\_\_ **Today's Date:** \_\_\_\_\_ **Start Date:** \_\_\_\_\_ **End Date:** \_\_\_\_\_

**Title of Volunteer Position:** \_\_\_\_\_

**Agency Name:** \_\_\_\_\_ **Agency Contact:** \_\_\_\_\_

**Agency Address:** \_\_\_\_\_ **Phone:** \_\_\_\_\_ **Ext:** \_\_\_\_\_

**Duties:** \_\_\_\_\_

Volunteers must be physically able to: \_\_\_\_\_

**Number Needed:** \_\_\_\_\_ **Dates/Hrs Needed:** \_\_\_\_\_

For this position, volunteers must be at least \_\_\_\_ years of age.

### **Skills Needed** (If computerized, select from skills listed on Disaster Volunteer Registration Form)

<b>Job Skill #</b>	<b>Description</b>		<b>Job Skill #</b>	<b>Description</b>

### **Follow-up Contacts with Requesting Agency / Clarification of Need**

<b>Date</b>	<b>Comments</b>

### **Volunteers Referred**

<b>Name</b>	<b>Date</b>	<b>Name</b>	<b>Date</b>

Request closed on \_\_\_\_/\_\_\_\_/\_\_\_\_

Completed ☐ No placements possible ☐ No longer needed ☐

## Signage for Volunteer Reception Center

You will need one enlargement, unless otherwise specified, for each of the 17 station or directional signs shown in the left column. All signs should be laminated and large enough to be read from across a large room.

Signs Needed	Where to Post
<b>Disaster Volunteer Reception Center</b> (2)	On street visible from either direction
<b>Station #1 Registration</b>	Registration / orientation area
<b>Enter</b>	Volunteer Entrance to VRC
<b>Station #2 Interviews</b>	Interview Area visible from Volunteer Entry
<b>Station #3 Data/Agency Coordination</b>	Data Coordination visible from Station #2
<b>Station #4 Safety Briefing</b>	Volunteer ID area visible from Station #3
<b>Station #5 Volunteer I.D. Tags</b>	Safety Training visible from Station #4
<b>Station #6 Job Training</b>	Job Training visible from Station #5
<b>Exit</b>	Exit visible from Stations #5 and #6
<b>Staff Only</b> (2+ as needed)	Staff rest area, supply area, etc
<b>Phone Bank</b>	Agency Coordination area
<b>Public Information Officer</b>	Public Information Officer's Table

# Volunteer Reception Center Floor Plan

■ Volunteer Registration Stations

■ Volunteer Sitting Area

■ Staff Only Areas

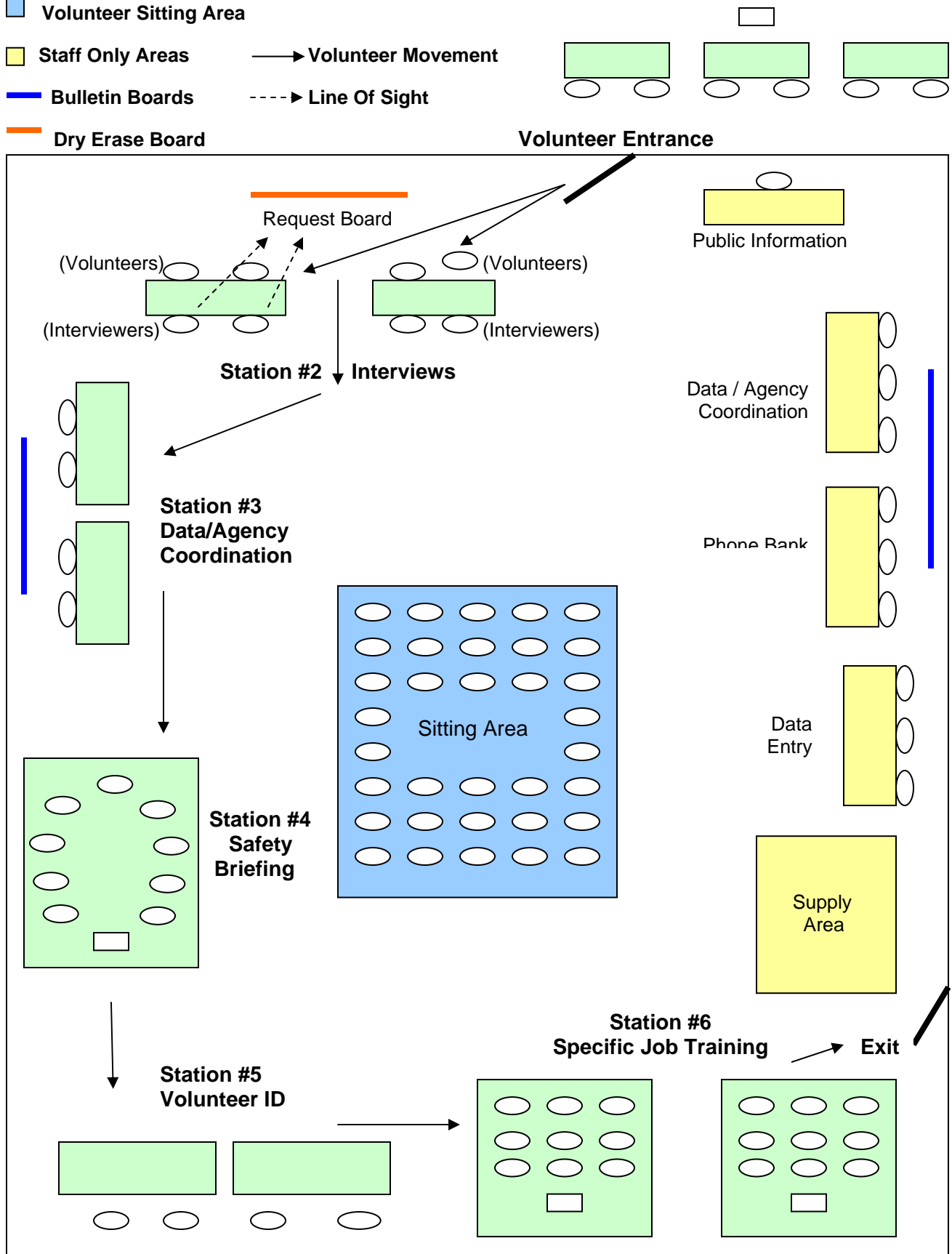
■ Bulletin Boards

■ Dry Erase Board

→ Volunteer Movement

--- Line Of Sight

Station #1 Registration / Orientation



# Public Assistance

## 9525.2 Donated Resources

1. **Date Signed:** August 17, 1999
2. **Response and Recovery Policy Number:** 9525.2
3. **Title:** Donated Resources
4. **Purpose:** This policy describes criteria by which the Federal Emergency Management Agency (FEMA) will credit applicants for volunteer labor, donated equipment, and donated materials used in the performance of eligible emergency work - Categories A and B.
5. **Scope and Audience:** This policy is applicable to all major disasters and emergencies declared on or after the publication date of this policy. This policy is intended for personnel involved in the administration of the Public Assistance Program.
6. **Background:** In some disasters, individuals and organizations donate volunteer labor, equipment, and material. The Federal government is not required to credit the value of "in-kind" contributions toward cost share arrangements. However, FEMA has determined that the value of "in-kind" contributions by third parties may be credited toward the calculation of the non-Federal share for eligible emergency work following declared disasters. A Government Accounting Office report (GAO/RCED-96-113, Improvements Needed in Determining Eligibility for Public Assistance) contained a suggestion that credit for donated resources be eliminated. FEMA considered the suggestion but found implementing it would have an adverse impact on communities with limited cash flow. Instead, FEMA opted to allow credit, but to be clear and restrictive in the crediting policy.
7. **Policy:** Donated resources used on eligible work that is essential to meeting immediate threats to life and property resulting from a major disaster may be credited toward the non-Federal share of grant costs. Donated resources may include volunteer labor, donated equipment and donated materials.
  - A. Eligibility. Donated resources are eligible to offset the cost of the non-Federal share of eligible Category A and B costs if they meet the following criteria:
    1. The donated resources must be documented by a local public official or a person designated by a local public official. The documentation must include a record of hours worked, the work site, and a description of work for each volunteer, and equivalent information for equipment and materials. Regional Directors may establish alternate documentation requirements when required by an extraordinarily demanding situation.
    2. The donated resources must apply to emergency work that is eligible under the Public Assistance Program. Examples include:
      - a. Removing eligible debris.
      - b. Filling and placing sandbags.
      - c. Donating equipment to raise or reinforce a levee.
      - d. Donating materials, such as rock or sand.
      - e. Search and rescue when part of an organized search and rescue operation.
      - f. Professional safety inspections.
      - g. Mass food and shelter for victims, when not the mission of the organization.
    3. The donated resources must be documented on one or more Project Worksheets (PWs).
  - B. Value of Resources. 44 CFR 13.24 addresses how donated resources are to be valued. The following instructions are based on that part of the CFR:

1. Volunteer Labor: The value of volunteer labor is discussed in 44 CFR 13.24 (c) (1). The rate placed on volunteer labor should be the same rate (plus reasonable fringe benefits) ordinarily paid for similar work within the applicant's organization. Premium rates will not be used. If the applicant does not have employees performing similar work, the rate should be consistent with those ordinarily performing the work in the same labor market. To determine the value of volunteer labor, the labor rate should be multiplied by the total number of volunteer labor hours. Credit may be for volunteer labor in any field reasonably required for emergency work, including the work of volunteer equipment operators.
  2. Donated Equipment: To determine the value of donated equipment, determine the number of hours that each piece of donated equipment was used and multiply it by the applicable applicant's or FEMA's Equipment Rate, whichever is lower. The out-of-pocket cost to operate the equipment may be claimed as a donation for credit under this policy unless it is included in a reimbursed equipment rate.
  3. Donated Materials: Only materials donated by third party entities are eligible for credit. Typical donated materials include sand, dirt, and rock, and other materials associated with flood-fighting activities. To determine the value of donated materials, use the current commercial rate for such material based on previous purchases or information available from vendors. Materials donated from other Federal agencies may not be included.
- C. Calculations. The following guidance is to be used for calculation purposes:
1. "Total project cost" means the out-of-pocket costs (labor, materials, labor and contracts) plus the value of donated resources (limited to the maximum allowed, as provided in the next paragraph).
  2. The maximum credit allowed for donated resources is calculated by dividing the non-Federal cost share percentage by the Federal cost share percentage (e.g.,  $25\%/75\% = .333$  and  $10\%/90\% = .111$ ) and multiplying that factor by the out-of-pocket expenses for a particular project or a group of projects.
  3. The documented donations credit (not to exceed the maximum credit allowed for donation) is to be entered on the *PW* as a line item of the project cost. Any excess credit may be distributed to other emergency work *PWs* but may not exceed the maximum allowable credit for each *PW*.
  4. When multiple *PWs* are going to be used for emergency work, the donations credit (with documentation) may be placed on one "credit" *PW* after all emergency work is completed.
- D. Limitations.
1. The donations credit is capped at the non-Federal share of emergency work (Category A and Category B) so that the Federal share will not exceed the actual out-of-pocket cost. Any excess credit can be credited only to other emergency work for the same applicant in the same disaster. The value of excess donated resources cannot be credited toward another applicant, toward other State obligations, or toward permanent work.
  2. A State may claim credit for the value of donated resources only according to the disaster cost-share agreement for the non-Federal share of cost for the eligible work.
  3. Reasonable logistical support for volunteers doing eligible work may be considered an eligible cost or donations credit by the Regional Director.
  4. Donated resources submitted for credit toward the non-Federal share may not be from another Federal grant or from other Federally funded sources.

E. PW Documentation.

1. If actual donated resources are less than or equal to the maximum amount of credit allowed, enter the amount of actual donated resources on the **Project Worksheet**, FEMA Form 90-91, in the PROJECT COST section as the credit amount (code 9050).
2. If actual donated resources are greater than the maximum amount of donated resources allowed, calculate the excess credit by subtracting the actual donated resources from the maximum credit allowed. This is the amount of excess credit. The maximum allowed donated resources amount is to be entered on a Project Worksheet, FEMA Form 90-91, in the **PROJECT COST** section. The amount of excess credit is to be entered on the Project Worksheet, FEMA Form 90-91 in the **SCOPE OF WORK** Section. If the applicant subsequently requests funds for other Category A or Category B work, the excess credit may be credited against the non-Federal share of that work.
3. Manual calculations will not be required because the FEMA computer system will calculate donation credits.

F. **Supersession:** This policy supersedes:

- A. Memorandum dated August 25, 1993, to Federal Coordinating Officers, FEMA-993-DR, FEMA-994-DR, FEMA-995-DR, FEMA-996-DR, FEMA-997-DR, FEMA-998-DR, FEMA-999-DR, FEMA-1000-DR, and FEMA-1001-DR, from Laurence Zensinger, Chief, Public Assistance Division, subject: Crediting Volunteer Efforts for Essential Assistance
- B. Memorandum dated October 19, 1994, to Warren M. Pugh, Jr., Director, Response and Recovery Division, from Craig S. Wingo, Director, Infrastructure Support Division, subject: Volunteer Credit Policy Request, Iowa Emergency Management Division, FEMA-996-DR-IA
- C. Relevant provisions of other public assistance policy documents on this subject

G. **Authorities:** Section 403(a) of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, P.L. 93-288 as amended, 44 CFR Section 13.24, and OMB Circular A-87

H. **Originating Office:** Infrastructure Division, Response and Recovery Directorate

I. **Review Date:** Two years from date of publication

J. **Signature:**

signed  
Lacy E. Suiter  
Executive Associate Director  
Response and Recovery Directorate

K. **Distribution:** Regional Directors, Regional and Headquarters R & R Division Directors

## Counties Count Volunteer Donations Toward Disaster Aid Match

Release Date: January 22, 2001

Release Number: 1354-28

 [Printer Friendly Version](#)

» [More Information on Arkansas Severe Winter Storm](#)

Little Rock, AR -- As communities recover from the devastating ice storms of December, they face staggering costs that threaten to stretch some budgets to the breaking point. To help Arkansans on the road to recovery, the Federal Emergency Management Agency (FEMA) is reimbursing 90 percent of communities' costs for debris removal through February 27. The State of Arkansas has chosen to reimburse half of the remaining costs, leaving local communities having to pay only 5 percent of the total. For some communities, finding the funds for even this 5 percent presents serious problems.

Fortunately, FEMA will accept volunteer labor and donated equipment and materials to offset the non-federal share of these recovery costs. This means that labor, equipment and materials that were donated by local citizens and businesses during the disaster can be counted, at fair market value, toward the community's share of the match. The following examples illustrate the types of volunteer contributions that could qualify:

**Labor:** A group of citizens take their chain saws and clear a fallen tree from the courthouse entrance. The county can count the value of this labor at market value. They can also count what rental costs for the chain saws would have been if the saws had been rented, as well as any chain saw gasoline that was donated.

**Equipment:** A private citizen takes his personal generator to a county- or city-owned hospital that is without power and lets them use it for five days until electricity is restored. The county can count the value of the use of this equipment, at market-value equipment rental rates, as well as any labor donated by the citizen.

**Materials:** A home improvement store in town donates salt for the road crews to spread on the roads. The county can count the value of the salt, at fair market value.

Volunteer contributions can be counted if they are carrying out a function the city or county would normally have been responsible for. So if a group of citizens helps an elderly couple by removing a downed tree from their property, it would not count toward the community's share of matching funds, because communities are not responsible for debris removal on private property. If they remove a tree from the school grounds, it would count. Many citizens pulled together to help their communities during the ice storms. Now communities can quantify these efforts and count them as their share of matching funds.

<http://www.fema.gov/news/newsrelease.fema?id=7604>